

CURRENT RETURN PROCESS

Fig. 1

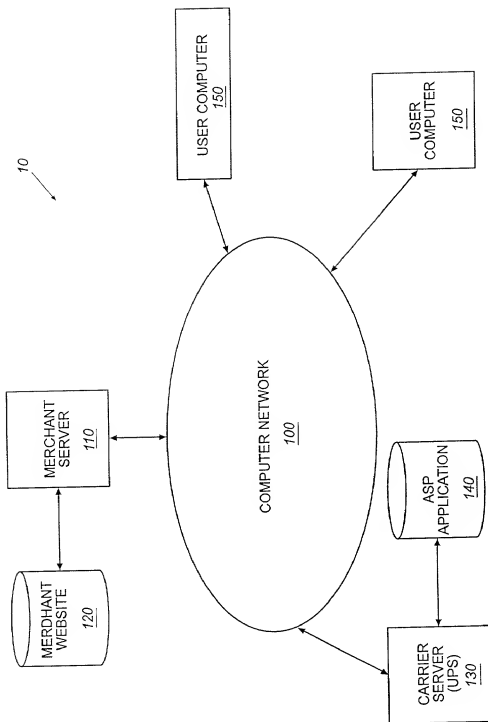


Fig. 2

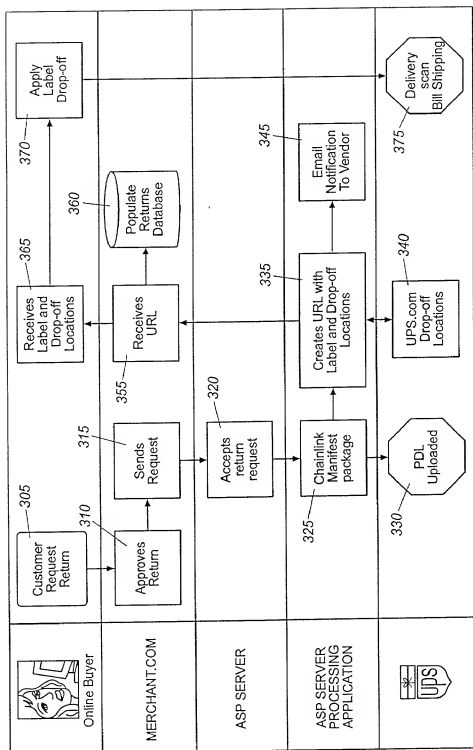
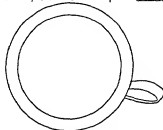


Fig. 3

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☞Welcome☞

If you've already registered, click the cup to [enter the store](#).



If you are new to Volcano Coffee, you may [register now](#).

The Best Coffee on the Web.

The names of companies, products, people, characters, and/or data mentioned herein are fictitious and are in no way intended to represent any real individual, company, product, or event, unless otherwise noted.

Fig. 4a

☞Welcome☞

Welcome back!

To start, enter your e-mail password then click the "continue" button.

E-Mail

Password

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Fig. 4b

~ HISTORY ~

Store
Directory

Search

View
Basket

Checkout

Returns

Although Volcano Coffee has been business for only six years, it grew from a vision that was 90 years in the making. Bianca Fiorito, the great granddaughter of Anthony Patricelli, an Italian immigrant to Africa, had grown up watching, listening and learning the ways of planting, picking and brewing coffee beans. It had been her great grandfather's skill of survival, her grandfather's trade by birth, and her father's vision to one day own a specialty coffee shop of his own.

Those years represent a wealth of knowledge that allowed Bianca to make that dream for her family come true six years ago when she opened up the first Volcano Coffee in Seattle, Washington. Since then, she, along with her father Angelo and grandfather Salvator, has succeeded in opening 15 more stores in the Pacific Northwest. With three generations of collective expertise behind her, she hopes to carry on the traditions of excellence that were instilled in her so long ago

You can check on the status of your existing orders or select one of these option...

 Goto
Directory

 To Products
Page

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Fig. 4c

PRODUCTS

Store
Directory

Search

View
Basket

Checkout

Returns

Returns

Please select the Order Number that contains the item(s) to return from the list on the right.

123456
789012
654321
987654
112233

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Fig. 4d

PRODUCTS

Store
Directory

Search

View
Basket

Checkout

Returns

Click on each Item you wish to return.

Description	Quantity	Item Number
Potbellied Teapot	2	987654-28
Irish Creme	1	987654-7371
Grinder	3	987654-VC07
Volcano Sweatshirt	1	987654-VC42
Mezzana Blend	1	987654-6357

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Fig. 4e



[Store Directory](#)
[Search](#)
[View Basket](#)
[Checkout](#)
[Returns](#)

Click on each item you wish to return.

Description	Quantity	Item Number
Porbellied Teapot	2	987654-28
Irish Creme	1	987654-7371
Grinder	3	987654-VC07
Volcano Sweatshirt	1	987654-VC42
Mezzana Blend	1	987654-6357

Items Being Returned			
Item	Quantity	Damaged	Yucky!
987654-28	<input type="text" value="2"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="button" value="Submit Request"/>			<input checked="" type="checkbox"/>

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Fig. 4f

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UPS DRIVER INSTRUCTIONS YOU ARE AUTHORIZED TO
ACCEPT THIS PACKAGE WITHOUT A PICKUP RECORD

A.R.S.

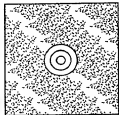

FROM: Name: John Jones RMA#W21523

Street: 1212 Anystreet

215 City: Anytown State: OK ZIP Code: 74043


SHIP TO: SPIEGEL
4557 FISHER ROAD
220 COLUMBUS OH 43291-2222


(H20) SHIP TO POSTAL CODE

225  235  240

(420) 49291-2222

UPS GROUND

TRACKING #: 1Z 318 2W4 06 8717 2977 245 

255  250

UPS Authorized Return Service 01190118 10723

REF#: Ground A.R.S. Tracking Number ORDER HDATE
1Z 816 2W4 06 8717 297 7

Fig. 5

200

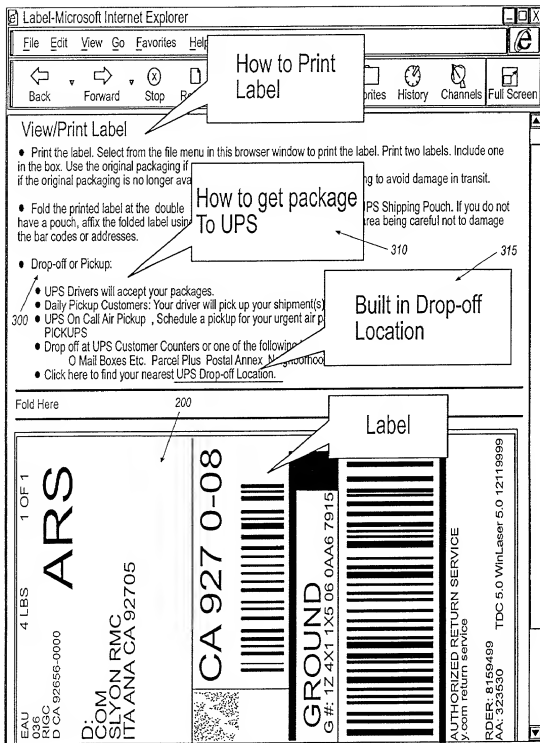


Fig. 6

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Label-Microsoft Internet Explorer

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Full Screen

Controls to the right

Note: Location and hours of operation may change periodically. Packages prepared using UPS Internet shipping are accepted free of charge at UPS Drop-off boxes, UPS Customer Counters and the following Authorized Shipping Outlets: Mail Boxes Etc., Neighborhood Postal Centers, Packaging Store, PakMail Parcel Plus, Postal Annex, and PostNet. For all other locations please call to confirm acceptance of UPS Internet Shipping packages and hours of operation.

Show	Location	Name	Weekday Latest Drop	Phone	Distance
Directions	Type	Address		Number	Miles
1	Authorized Shipping Outlet	UPS CUSTOMER COUNTER	8:00 AM to 7:00 PM	1-800-PICK UPS (1-800-742-5877)	0.81 miles
2	Customer Counter	22 BROOKLINE DRIVE ALISO VIEJO CA, 92656			0.83 miles
3	Authorized Shipping Outlet	THE PHOTO LAB 27261 LA PAZ #D ALISO VIEJO CA, 92656	9:00 AM to 7:00 PM	714-831-2176	1.2 miles
4	Authorized Shipping Outlet	AIM MAIL CENTER 25602 ALICIA PKWY LAGUNA HILLS CA, 92653	9:00 AM to 6:00 PM	714-580-0228	1.2 miles
5	Authorized Shipping Outlet	MAIL BOXES ETC, USA 27068 SIA PA7	8:30 AM to 5:00 PM	714-831-7933	1.3 miles

Detail information on Drop-off location

Fig. 7

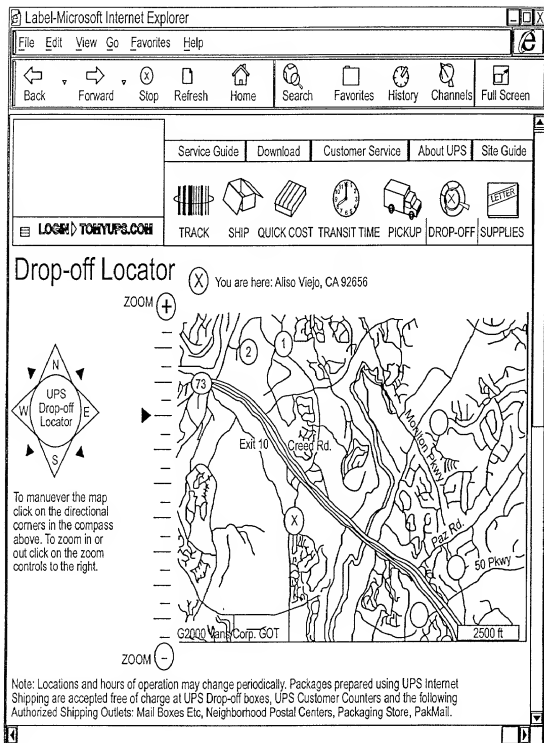


Fig. 8